



CITY of LAS VEGAS

Department of Human Resources

OPEN (Job Code 0979730050)
COMMUNICATIONS QUALITY IMPROVEMENT COORDINATOR
APPROXIMATE MONTHLY STARTING SALARY: \$5,589

OPENING DATE: May 26, 2009 at 8 a.m.
FILING DEADLINE: June 19, 2009 at 4:30 p.m.
ORAL EXAM: July 14, 2009

LAS VEGAS CITY
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ELIZABETH N. FRETWELL
**DIRECTOR OF
HUMAN RESOURCES**
F. CLAUDETTE ENUS

(Please attach a copy of any required license(s), certificate(s) and/or degree to your application)

For a college or university degree earned outside of the United States please attach certification indicating your degree is equivalent to a degree earned at a regionally accredited U.S. institution.

We are currently recruiting for the position of Communications Quality Improvement Coordinator. The purpose of this recruitment effort is to establish an eligible list for future job openings. **INCOMPLETE, OUTDATED, UNDATED OR UNSIGNED APPLICATIONS WILL NOT BE PROCESSED.**

MINIMUM QUALIFICATIONS: Unless otherwise noted, minimum requirements must be met at the time of application filing. Associate's Degree from an accredited college or university with major course work in communications, emergency communications, business administration, public administration, or a field related to the essential functions. A combination of formal education and directly related work experience may substitute for the degree. Five years of increasingly responsible experience within the last seven years in a combined emergency communications center. Experience must include working as a dispatcher or emergency call taker.

LICENSE AND CERTIFICATE: Possession of the following certifications on the date of application, and maintenance thereafter:

- Basic Life Support/Cardiopulmonary Resuscitation (BLS/CPR) issued by the American Heart Association (AHA), American Red Cross (ARC), or any first aid centers that teach AHA or ARC sanctioned CPR courses;
- Emergency Medical Dispatcher (EMD) issued by the National Academy of Emergency Dispatch (NAED) or the Association of Public Safety Communications Officials (APCO).

Possession of the following certifications within one year of the date of appointment, and maintenance thereafter:

- Emergency Medical Dispatch Quality Assurance (EMD-Q) issued by NAED or APCO;
- CPR Instructor issued by the AHA, ARC, or any first aid centers that teach AHA or ARC sanctioned CPR courses.

SAFETY POSITION EXAMINATION PROCEDURES: A civil service examination will be conducted in accordance with the Civil Service Rules of the city of Las Vegas. **CURRENT** city of Las Vegas application forms must be obtained between 8 a.m. and 5 p.m., Monday through Friday on the Second Floor of City Hall, 400 Stewart Avenue or you can download an application from our website, www.lasvegasnevada.gov. All complete **CURRENT** applications received by the filing deadline will be reviewed. ***Only the most qualified will be invited to participate in the oral test, weighted 100% for placement on an eligible list. Final candidate selection will include list placement, may include hiring interview (if applicable) and complete background check. If you are in a reachable group on the list, you may be contacted for an interview and background review. The latter includes a computer check of criminal history and motor vehicle files of every state in which you have resided, and submission to a test utilizing a truth verification device, such as a VSA (voice stress analyzer) or a polygraph. A percentage of candidates will then be scheduled for a suitability assessment and physical examination. Sensitive and/or confidential aspects of your personal life will be explored during these phases of the process.***

SELECTION PROCESS: Final candidate selection will include list placement and may include hiring interview (if applicable). "Any individual offered employment will be required to pass a pre-employment hair drug test, complete background check, ***and may be required to demonstrate the ability to perform the physical requirements of the job.***" Some positions may require preliminary background checks.

SEE REVERSE SIDE FOR MORE INFORMATION

COMMUNICATIONS QUALITY IMPROVEMENT COORDINATOR

Job Code 0979730050

Duties may include, but are not limited to the following:

ESSENTIAL FUNCTIONS: Evaluate Communications Specialists in the proper application of the Medical Priority Dispatch System (MPDS) Protocol; establish and follow a schedule for direct observation and provide feedback. Assist in the development, implementation, and coordination of dispatch programs designed to ensure safe and expeditious response to all fire and medical-related calls received in the Combined Communications Center, which services the cities of Las Vegas and North Las Vegas, and unincorporated Clark County. Participate in the development of policies and procedures for emergency medical and fire dispatch services; ensure that approved policies are followed by all Communications Specialists. Work toward obtaining accreditation for the Combined Communication Center as an Accredited Center of Excellence (ACE) by the National Academies of Emergency Dispatch, and once attained, maintain ACE standards. Establish and follow a schedule for the random review of 911 calls for accuracy and compliance with established protocols and standard operating procedures (SOPs); review and evaluate incident reports to ensure proper data entry per information exchanged; identify trends and recommend appropriate corrective actions. Coordinate and schedule monthly Emergency Medical Dispatch (EMD) Quality Assurance meetings. Attend scheduled Communications Center Operations and Response Plan meetings and other Communications Center-related meetings as deemed necessary. Attend meetings of the local Medical Advisory Board and its subcommittees, task forces, or other subgroups, as assigned. Review special topics as requested by the Medical Advisory Board or Chief Health Officer of the Southern Nevada Health District. Investigate customer complaints and report findings to management; identify trends and recommend appropriate corrective action; participate in research within the Communications Division to improve service delivery methods. Research other emergency dispatch systems, i.e. computer-aided dispatch (CAD), radio, recorder and telephone, and make recommendations for system improvements. Evaluate new dispatch equipment, and, in conjunction with the Communications Training Specialist, may draft SOPs for its use and training of staff; monitor and evaluate training functions; develop and implement programs to ensure compliance with standards and proficiency with new and upgraded technology. Serve as primary liaison between the Combined Communications Center and system vendors, to include the computer-aided dispatch (CAD), 911, telephone and communications recording systems; review recorder and CAD incident data and understand system performance. Review and evaluate the training, certification and continuing dispatch education of Communications Specialists to ensure National Academies of Emergency Dispatch and Southern Nevada Health District requirements are met. May assist the Communications Training Specialist with emergency dispatch training. May serve as the Communications Division liaison to the local medical community and act as point of contact during emergency situations. Maintain, prepare and present routine and non-routine reports on emergency dispatch quality improvement activities; prepare other detailed and comprehensive reports as required. Assist with the development, coordination and monitoring of the division budget. Stay abreast of new trends and innovations in emergency call taking and dispatch. Recommend and assist in the implementation of goals and objectives.

You will be evaluated on your:

Knowledge of: Medical Priority Dispatch (MPDS) System. Emergency Medical Dispatch (EMD) protocol. Fire and medical dispatch procedures and protocol. Principles and techniques of report preparation. Research and data analysis methods and techniques. All dispatch and communications computer systems associated with the Combined Communications Center. Quality assurance procedures and techniques as they relate to the National Academies of Emergency Dispatch Accredited Center of Excellence (ACE) Program. Training principals and practices. Pertinent federal, state and local laws, codes, regulations. Computerized record keeping and filing systems.

Ability to: Analyze and interpret procedures and regulations as they pertain to the Communications Center. Listen and integrate the ideas of other people. Use initiative and independent judgment within established guidelines. Interpret, apply, explain and enforce applicable laws, codes, regulations, policies and procedures. Analyze problems, identify alternative solutions, project consequences of proposed actions, recommend best options and implement approved solution in support of goals. Think clearly when in stressful situations. Function in stressful and intense emotional situations associated with the taking of 911 emergency calls. Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with co-workers, public officials and the general public. Maintain effective audio-visual discrimination and perception needed for: , making observations; communicating with others; reading and writing; and operating assigned equipment. Maintain mental capacity which allows the capability of: making sound decisions; effective interaction and communication with others; and demonstrating intellectual capabilities. Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following: sitting and standing for extended periods of time; operating assigned equipment; and demonstrating emergency communications skills in the performance of duties performed in the Communications Center.

You will be notified of your placement on the eligible list after the examination process is completed. The eligible list will remain in effect for a period of 6 months from the date of certification and may be extended for a period of up to 2 years. **To be considered for Veteran's preference points, a copy of the DD-214 (specifying character of service) must be submitted with the employment application prior to the final filing date. Persons with disabilities may request a copy of this announcement in an alternative format or make necessary testing arrangements through the Personnel Services Division at (702) 229-6315.**